

Self-Affiliation Guide to Login to Promerica Online

You can **create your username and password quickly, securely and from wherever you are**, so that you can enjoy all our online services.

Banco Promerica 

Log in to www.promerica.fi.cr

Choose the **"Promerica Online"** option.



Promerica Online

PROMERICA ONLINE

CTF-REGIONAL PLATFORM

For your safety

Banca Promerica will never ask for your password, PIN number or confidential information via email or telephone. To use this site optimally, it is recommended to use a minimum resolution of 1024 x 768.

In [Promerica Online](#)

In the option **"Are you a customer and do not have a user?"** Click the **"Create user"** button.

Por favor, digite su usuario

Usuario

Firma Digital

i [¿Olvidó su contraseña?](#)

1. Solicite una contraseña temporal

2. Ingrese su contraseña temporal

 [¿Es cliente y no tiene usuario?](#)

01

To make your **self-affiliation process fast and safe**, we will ask you for some essential information:

- **Type of ID**
ID, Passport, DIDI or DIMEX.
- **Identification number**
Enter the number as shown on your ID, as applicable.
- **Type of product you have with us.**
Account, credit or debit card, or loan.

Self-Affiliation Process

- **Enter the Product Number**
The product must be active when self-affiliating.

Then, click on the **"Verify"** button.



Registro de Usuario

Todos los campos son requeridos

Tipo de identificación: ▼

Número de identificación:

Tipo de producto: ▼

Ingrese su número de producto:



01 Self-Affiliation Process

Here there are some situations to consider:

- Scenario 1.** If the customer already has a user created for Promerica Online, this message will be displayed:

"Your user is already affiliated with the channel. If you do not remember your password, go through the recovery process. Otherwise, contact Solution on +506 25198014".
- Scenario 2.** If the product the user enters has an unallowed status, this message will be displayed:

"You do not have active products registered with the bank. Contact Solution at +506 2519 8014 or visit a branch."
- Scenario 3.** If in the Product Type field, the user selects the "Account" option, he/she will be able to enter the 14-digit Promerica account number or the 22-character IBAN account number.
- Scenario 4.** The customer must have an active product in a personal capacity (must not be a product of a company) to be able to carry out the self-affiliation process.

Registro de Usuario

Todos los campos son requeridos

Tipo de identificación: ✓

Número de identificación:

Tipo de producto: ✓

Ingrese su número de producto:

02 Self-Affiliation Process

We will now verify your **phone number and email registered in our system.**

- **Phone Number**

We show you the first four digits of your cell phone. Type the full number in the **"Confirm Phone" space.**

- **Email**

We show you a part of your email, which you must complete in the space **"Confirm email"**.

Then, click on the **"Verify"** button.



Registro de Usuario

Todos los campos son requeridos

Número de teléfono: 8490 - ****
Confirmar teléfono:

Correo electrónico: *****@gmail.com
Confirmar correo:

 If the registered phone or email is out of date, please contact +506 2519 8014 to update them and be able to continue with the self-affiliation.

03 Self-Affiliation Process

We make sure the **process is safe!**

- **Verification Code**

If the information entered in the previous step is correct, we will send a 6-digit code to your cell phone that you must enter in the "**Confirm the security code sent to your cell phone**" space.

Remember: If you are outside of Costa Rica, activate Roaming with your carrier to receive the verification code by SMS.

i Important

The code is valid for 5 minutes; in case of expiration, the system will enable the option to request a new one.

After entering the code, click on the "**Verify**" button.



Registro de Usuario

Todos los campos son requeridos

Confirme el código de seguridad enviado a su celular

170183

Solicitar nuevo código en: 4:43

Cancelar

Verificar

04 Self-Affiliation Process

The process is about to be completed! Just **choose a user and set a password:**

1. User

We offer you three user options to choose from.

1. Password

You can customize your password, which must meet with these requirements:

- Length between 10 and 32 characters.
- At least one capital letter.
- At least one lowercase letter.
- At least one number.
- At least one of the following allowed symbols: . , - _ / : ' @ \$ # ? ! () [] < > ;

Then, click on the "Verify" button.



Registro de Usuario

Usuario: USUARIO 1
 USUARIO 2
 USUARIO 3

Nueva contraseña:

La contraseña debe contener:
 Longitud entre 10 y 32 caracteres
 Al menos 1 mayúscula
 Al menos 1 minúscula
 Al menos 1 número
 Al menos 1 de los siguientes símbolos permitidos: . , - _ / : ' @ \$ # ? ! () [] < > ;

Confirmación de contraseña:

Successful Promerica Online Self-Affiliation!

We will confirm that you **already have your username and password.**

Log in directly using the **"Login to the System"** button and enjoy all the benefits of our platform, among them:

- ✓ Check your balances in real time.
- ✓ Make transfers.
- ✓ Check/Pay with Credit Cards
- ✓ Pay utility services 24/7.
- ✓ Create 100% digital savings plans.



Registro de Usuario

La creación de su acceso para Promerica en Línea, ha concluido exitosamente. De ahora en adelante, recibirá un código de verificación por medio de SMS, para confirmar sus operaciones en Promerica en línea.

Importante: Si no recuerda la contraseña, por favor ingresar a la opción "Olvidó su Contraseña", en la pantalla de ingreso.

Ingresar al Sistema

Banco Promerica 